

License Plate Agency Special Report
Joint Transportation Oversight Committee
April 23, 2008

Contact Information

North Carolina Association of Motor Vehicle Registration Contractors
(NCAMVRC)
(Often referred to as LPAs or Tag Agents)

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North Carolina License Plate Agencies

Proudly providing
essential services to our
communities and our
state.

Examples of Services

- Yearly vehicle registration renewal
- Plate returns
- Duplicate registrations
- Replace license plate or sticker
- Sale of inspection stickers to stations
- Document collection
- Liability insurance changes
- Customer education

Title Services

- Walk-in title transfer
- Dealer title transfer
- Duplicate title
- Title correction
- Lien recording/lien removal
- Cancel title

Registration Stops

- Vehicle tax stop
- Liability insurance stop
- Emissions inspection stop
- Bad credit stop
- DWI stop
- Child support stop
- FHVUT stop

Financial Management

- Deposits made daily
- Must be certified on computer daily
- Must match cash and checks as shown on daily closeout sheet
- Tag agent must make up any shortages
- Field supervisor makes regular audits of deposits

Inventory Management

- Inventory must be accounted for at all times
- Missing inventory charged to tag agent
- Inventory kept in secure area and assigned to each workstation as needed
- Field supervisor audits inventory regularly

Customer

Service

Why *wouldn't* we want to offer the best possible service?

- Our customers are also our neighbors
- People are more likely to complain than to praise
- Arguing with customers is counter-productive
- We only get paid for completed transactions

Good Customer Service Procedures

- Offer helpful information
- Carefully explain any stops
- Advise customers and car dealers of any changes in law or procedures that may affect them
- Provide assistance for handicapped persons

Customer Service Stumbling Blocks

- Lack of prior knowledge of a law or regulation
- Listening to “they” and assuming “they” are correct
- Lack of financial preparation
- Outside notary errors
- Our inability to accept credit and debit cards

Since the recent addition of
new forms required to
be completed with title
transactions our per
customer contact time
has increased as
much as five minutes!

Examples:

MVR-614

MVR-615

MVR-615A

Did you know....

**Contract license
plate agencies
save the state
tens of millions
of dollars each year.**

Without even considering the additional costs, adding vehicle registration to DMV Drivers License offices would further overburden a system about to start dealing with Real ID.

The license plate agents are the number one source of vehicle registration information at the local level.